

In the Claims:

1. (Currently Amended) A method of facilitating the transfer of a communication ~~when a first communication session has been established between a first device of an agent and a second device of a customer, said method comprising the steps of:~~

establishing a first textual communication session between the first device and the second device;

causing a list of destinations for a second communication session to be presented at said first device of said agent wherein the second communication session involves textual communication;

receiving a selection of a selected destination from said list of destinations for said second communication session at said first device;

causing a request to transfer said second device of said customer to said second communication session to be sent to said selected destination; and

causing second communication session information to be sent to said second device.

2. (Original) The method of claim 1 and, prior to said step of causing a list of destinations to be sent, further comprising the

step of receiving a request to transfer said second device to a second communication session.

3. (Original) The method of claim 1 and, after said step of causing said request for transfer to be sent to said selected destination, further comprising the step of receiving said second communication session information from said selected destination.

4. (Original) The method of claim 1 and, after said step of causing said request for transfer to be sent to said selected destination, further comprising the step of receiving an identification code for said second communication session from said selected destination.

5. (Original) The method of claim 1 wherein said step of causing said second communication session information to be sent to said second device comprises causing a destination address for said second communication session to be sent to said second device.

6. (Original) The method of claim 1 and, after said step of causing said request for transfer to be sent, further comprising

the step of receiving an identification code for said second communication session from said selected destination, and wherein said step of causing said second communication session information to be sent to said second device comprises causing a destination address and said identification code to be sent to said second device.

7. (Previously Amended) The method of claim 1 wherein said step of causing a request to transfer to said selected destination comprises causing said second session communication information and a notice of transfer to be sent to said selected destination.

8. (Original) The method of claim 1, and further comprising the step of causing said second session communication information and a notice of transfer to be sent to said selected destination, and wherein said step of causing said second communication session information to be sent to said second device comprises causing a destination address for said second communication session to be sent to said second device.

9. (Previously Amended) The method of claim 1 and further

comprising the step of causing a request to create said second communication session to be sent to said selected destination.

10. (Original) The method of claim 1 and further comprising the steps of causing a request to create said second communication session to be sent to said selected destination, and causing termination of said first communication session.

11. (Original) The method of claim 1 and further comprising causing said request to transfer to be sent to said selected destination, receiving permission to transfer said second device to said selected destination, receiving a destination address and a notice to transfer from said first device, and sending at least said destination address as said second session communication information to said second device.

12. (Original) The method of claim 1 whereby said second communication session is established and said second device is connected to said second communication session.

13. (Currently Amended) A method facilitating a transfer of a

communication when a first communication session has been established between a first device of an agent and a second device of a customer, said method comprising the steps of:

establishing a first communication session between the first device and the second device;

causing a list of destinations for a second communication session to be presented at said first device of said agent wherein the second communication session involves textual communication;

receiving a selection of a selected destination from said list of destinations for said second communication session;

causing second communication session information to be obtained for said selected destination; and

causing said second communication session information to be sent to said second device of said customer.

14. (Original) The method of claim 13 wherein said step of causing second communication information to be obtained comprises causing a transfer address and an identification code for said second communication session to be obtained for said selected destination.

15. (Original) The method of claim 13 and, after said step of receiving a selection, further comprising the steps of: causing said second communication session to be established using said second communication session information; and causing said second device to be connected to said second communication session.

16. (Currently Amended) The method of claim 1 and, after said step of receiving a selection, further comprising the steps of: causing said second communication session to be established using said second communication session information; causing a third device to be connected to said second communication session; and causing said second communication session information to be sent to said third device wherein the third communication session involves textual communication.

17. (Previously Amended) The method of claim 13 and, after said step of receiving a selection, further comprising the steps of: causing said second communication session to be established using said second communication session information; causing a third device to be connected to said second communication session; and causing said second communication session information to be sent

to said third device.

18. (Previously Amended) The method of claim 15 and, after said step of receiving a selection, further comprising the steps of: causing said second communication session to be established using said second communication session information; causing said second communication session information to be sent to a third device; and causing said third device to be connected to said second communication session.

19. (Original) The method of claim 13 and, after said step of receiving a selection, further comprising causing a request for a second communication session to be established to be sent to said selected destination.

20. (Original) The method of claim 13 and further comprising causing first communication session information to be created and, after said step of receiving a selection, further comprising causing said first communication session information to be sent to said selected destination.

21. (Original) The method of claim 13 wherein said step of causing second communication session information to be obtained comprises causing a request for a transfer and identification information to be sent to said selected destination, receiving an address for said second communication session from said destination, and causing said address to be sent to said second device.

22. (Original) The method of claim 13 wherein said first communication session has been established by an intermediate device, and wherein said step of causing second communication session information to be obtained comprises causing a request for a transfer and identification information to be sent to said selected destination, receiving an authorization code from said destination, sending communication transfer information and said authorization code to said destination, receiving a communication transfer identification code and a destination address from said destination, and causing said destination address and a notice to transfer said first communication to be sent to said intermediate device.

23. (Original) The method of claim 13 whereby said second

communication session is established and said second device is connected to said second communication session.

24. (Currently Amended) A method for facilitating a transfer of a communication—when a first communication session has been established between a first device of an agent and a second device of a customer, said method comprising the steps of:

establishing a first textual communication session between the first device and the second device;

receiving a request from the first device of said agent to transfer said second device of said customer to a second communication session wherein the second communication session involves textual communication;

causing a warm transfer page to be created for said second communication session;

causing said warm transfer page to be sent to said second device; and

causing a requested connection of said second device to said warm transfer page to be accepted.

25. (Original) The method of claim 24 wherein said step of causing

said warm transfer page to be created comprises causing said warm transfer page to include an embedded refresh.

26. (Original) The method of claim 24 wherein said step of causing said warm transfer page to be created comprises causing said warm transfer page to include a destination address.

27. (Original) The method of claim 24 wherein said step of causing said warm transfer page to be created comprises causing said warm transfer page to include an identification code.

28. (Original) The method of claim 24 and, prior to said step of causing said requested connection to be accepted, further comprising the step of causing an application file to be sent to said second device for causing said second device to request said connection.

29. (Previously Amended) The method of claim 24 and, prior to the step of causing said warm transfer page to be created, further comprising the steps of: receiving a request for said second

communication session; causing a determination as to whether said second communication session is authorized; and when said second communication session is authorized, accepting a transfer notice and a destination address from said first device.

30. (Currently Amended) A method of transferring a communication when a ~~first communication session has been established between a~~ first device of a agent and a second device of a customer, said method comprising the steps of:

establishing a first textual communication session between the first device and the second device;

receiving a request from the first device of the agent to transfer said second device to a second communication session wherein the second communication session involves textual communication;

causing a second communication session to be created; and

causing a connection of said second device to said second communication session to be accepted.

31. (Previously Amended) The method of claim 30 and, prior to said step of causing a second communication session to be created,

further comprising the steps of: causing a determination as to whether said request is authorized; when said request is authorized, causing a list of allowed communication sessions to be determined; causing said list of allowed communication sessions and an authorization code to be provided to said first device; and receiving a selection of an allowed communication session for said second communication session.

32. (Original) The method of claim 30 and, after said step of causing a second communication session to be created, further comprising the steps of: causing a transfer page for said second communication session to be created, causing said transfer page to be sent to said second device, and wherein said step of causing a connection of said second device to said second transfer communication session to be accepted comprises causing a connection of said second device to said transfer page to be accepted.

33. (Previously Amended) The method of claim 30 wherein: prior to said step of causing a second communication session to be created, said method further comprises the steps of: causing a

determination as to whether said request is authorized; when said request is authorized, causing a list of allowed communication sessions to be determined; causing said list of allowed communication sessions and an authorization code to be provided to said first device, receiving a selection of an allowed communication session for said second communication session, and causing first communication session information to be accepted; and after said step of causing a second communication session to be created, said method further comprises the steps of: causing a transfer page for said second communication session to be created, causing said transfer page to be sent to said second device, and wherein said step of causing a connection of said second device to said second communication session to be accepted comprises causing a connection of said second device to said transfer page to be accepted.

34. (Currently Amended) A method of operating a destination device to facilitate a communication ~~when a first communication session has been established between a first device of an agent and a second device of a customer using an intermediate device, said method comprising the steps of:~~

establishing a first textual communication session between the first device and the second device;

receiving first communication session information from said intermediate device;

causing a second communication session to be created wherein the second communication session involves textual communication;

causing said second device to be connected to said destination device via said second communication session;

causing said first communication session information to be associated with said second communication session;

causing said second communication session to be terminated without disconnecting said second device of said customer from said destination device;

when a third device of a second agent becomes available for connection to said second device, causing a third communication session to be created wherein the third communication session involves textual communication; and

causing said second device and said third device to be connected via said third communication session.

35. (Previously Amended) The method of claim 34 and, prior to said

step of receiving first communication session information, further comprising the steps of: receiving a request to transfer said second device to said second communication session from said intermediate device; causing a determination as to whether said request to transfer should be authorized; when said request to transfer is authorized, causing a first authorization code to be sent to said intermediate device; receiving a request to connect to said second communication and a second authorization code from said intermediate device; and if said second authorization code corresponds to said first authorization code then beginning said step of receiving first communication session information.

36. (Original) The method of claim 34 wherein said step of causing said second device and said third device to be connected via said third communication session comprises causing an instruction to be created which causes said second device to request to be connected to said third communication session, connecting said third device to said third communication session, and connecting said second device to said second communication session.

37. (Currently Amended) A method of operating a destination device

to facilitate a transfer of a communication when a first communication session has been established between a first device of an agent and a second device of a customer via an intermediate device, said method comprising the steps of:

establishing a first textual communication session between the first device and the second device;

receiving first communication session information from said intermediate device;

causing a second communication session to be created wherein the second communication session involves textual communication;

causing said second device of the customer to be connected to said second communication session;

causing said first communication session information to be associated with said second communication session;

when a third device of a second agent becomes available for connection to said second device; causing said first communication session information to be sent to said third device, and

causing said second device and said third device to be connected via said second communication session.

38. (Currently Amended) A method of operating a second device to

facilitate a transfer of a communication when a first communication session has been established between a first device of an agent and a second device of a customer, said method comprising the steps of:

establishing a first textual communication session between the first device and the second device;

receiving a destination address and an identification code; causing said destination address to be inserted in an Internet web browser;

causing a refresh command to be executed for said browser; and

when said second device of the customer is connected to said destination address, causing said identification code to be sent to said destination address and causing a second communication session to be created wherein the second communication session involves textual communication.

39. (Currently Amended) A method of facilitating a transfer of a communication when a first communication session has been established between a first device of an agent and said second device of a customer, said method comprising the steps of:

establishing a first textual communication session between
the first device and the second device;

causing a list of destinations to be provided to said first device of said agent;

receiving a selection of a destination from said first device;

causing a request for transfer of said first device and first communication session information to be sent to said destination; causing a list of allowed communication sessions of said destination to be provided to said first device;

receiving a selected communication session from said list of allowed communications sessions from said first device;

causing first session communication information to be provided to said destination;

causing a second communication session to be created at said destination wherein the second communication session involves
textual communication; and

causing said second device of said customer to be connected to said second communication session via said destination.

40. (Currently Amended) A method of facilitating a transfer of a

communication when a first communication session has been established between a first device of an agent and said second device of a customer, said method comprising the steps of:

establishing a first textual communication session between the first device and the second device;

receiving a request to transfer said second device of the customer to a second communication session wherein the second communication session involves textual communication;

causing said second communication session to be established and

said second device to be connected to said second communication session.

41. (Original) The method of claim 40 wherein said step of causing said second device to be connected to said second communication session comprises: causing a destination address for said second communication session to be determined; and causing said second device to be directed to said destination address.

42. (Original) The method of claim 40 wherein said step of causing said second device to be connected to said second communication

session comprises the steps of: causing a destination address for said second communication session to be determined; and causing an Internet browser program of said second device to be updated with said destination address.

43. (Original) The method of claim 40 wherein said step of causing said second device to be connected to said second communication session comprises the steps of: causing a destination address for said second communication session to be determined; causing a destination address and an identification code for said second communications session to be sent to said second device; and causing a log-in of said second device at said destination address using said identification code.